

Survey Summary by Originating Organization / Agency

For Surveys created from 02/10/2004 to 02/16/2004 and responded to through 02/20/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency							
Attorney General	4 Survey(s) Found						
Was the service provided in a timely manner?	3	0	0	0	0	5.00	1
Was the technician knowledgeable?	3	0	0	0	0	5.00	1
Was the problem solved to your satisfaction?	3	0	0	0	0	5.00	1
Was the technician friendly?	3	0	0	0	0	5.00	1
Was the solution of your problem clearly communicated to you?	3	0	0	0	0	5.00	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	4				1
Was your problem resolved with your initial contact to DIT Support?	3	0	1				1
Dept Information Technology	47 Survey(s) Found						
Was the service provided in a timely manner?	40	5	1	1	0	4.79	3
Was the technician knowledgeable?	38	7	0	1	0	4.78	5
Was the problem solved to your satisfaction?	40	5	2	0	0	4.81	2
Was the technician friendly?	41	3	1	0	0	4.89	3
Was the solution of your problem clearly communicated to you?	41	3	3	0	0	4.81	2
If Field Services visited your workstation did they leave a note explaining what was done?	16	1	28				2
Was your problem resolved with your initial contact to DIT Support?	28	8	10				1
Dept of Agriculture	10 Survey(s) Found						
Was the service provided in a timely manner?	4	5	1	0	0	4.30	1
Was the technician knowledgeable?	5	4	1	0	0	4.40	1
Was the problem solved to your satisfaction?	6	4	0	0	0	4.60	0
Was the technician friendly?	5	5	0	0	0	4.50	0
Was the solution of your problem clearly communicated to you?	5	4	0	1	0	4.30	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	2	5				0
Was your problem resolved with your initial contact to DIT Support?	10	0	0				0

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Dept of Career Development	17 Survey(s) Found						
Was the service provided in a timely manner?	10	5	1	0	0	4.56	1
Was the technician knowledgeable?	11	2	3	0	0	4.50	2
Was the problem solved to your satisfaction?	11	3	1	0	0	4.67	3
Was the technician friendly?	14	2	1	0	0	4.76	0
Was the solution of your problem clearly communicated to you?	10	4	1	0	0	4.60	2
If Field Services visited your workstation did they leave a note explaining what was done?	3	0	14				0
Was your problem resolved with your initial contact to DIT Support?	11	3	2				3
Dept of Civil Rights	2 Survey(s) Found						
Was the service provided in a timely manner?	0	1	0	0	1	2.50	1
Was the technician knowledgeable?	0	1	1	0	0	3.50	0
Was the problem solved to your satisfaction?	0	1	0	1	0	3.00	0
Was the technician friendly?	0	1	1	0	0	3.50	0
Was the solution of your problem clearly communicated to you?	0	1	1	0	0	3.50	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	2				0
Was your problem resolved with your initial contact to DIT Support?	1	1	0				0
Dept of Community Health	29 Survey(s) Found						
Was the service provided in a timely manner?	16	5	5	2	1	4.14	2
Was the technician knowledgeable?	17	7	3	0	0	4.52	3
Was the problem solved to your satisfaction?	21	4	2	1	0	4.61	2
Was the technician friendly?	24	2	1	0	0	4.85	3
Was the solution of your problem clearly communicated to you?	17	7	2	1	1	4.36	1
If Field Services visited your workstation did they leave a note explaining what was done?	7	3	18				2
Was your problem resolved with your initial contact to DIT Support?	17	11	1				5
Dept of Consumer Ind Services	25 Survey(s) Found						
Was the service provided in a timely manner?	12	6	4	2	0	4.17	3
Was the technician knowledgeable?	15	4	3	2	0	4.33	6
Was the problem solved to your satisfaction?	13	6	4	2	0	4.20	3
Was the technician friendly?	15	6	2	0	0	4.57	4
Was the solution of your problem clearly communicated to you?	15	3	5	1	0	4.33	1
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	22				2
Was your problem resolved with your initial contact to DIT Support?	13	10	1				3
Dept of Corrections	69 Survey(s) Found						
Was the service provided in a timely manner?	52	9	2	4	1	4.57	8
Was the technician knowledgeable?	55	3	7	0	1	4.68	6
Was the problem solved to your satisfaction?	56	8	0	2	1	4.73	4
Was the technician friendly?	59	4	2	0	1	4.82	9
Was the solution of your problem clearly communicated to you?	52	10	4	0	1	4.67	3
If Field Services visited your workstation did they leave a note explaining what was done?	10	4	53				6
Was your problem resolved with your initial contact to DIT Support?	48	17	3				8

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of Education</u>	15 Survey(s) Found						
Was the service provided in a timely manner?	8	6	1	0	0	4.47	1
Was the technician knowledgeable?	7	7	1	0	0	4.40	0
Was the problem solved to your satisfaction?	7	4	2	1	1	4.00	2
Was the technician friendly?	12	3	0	0	0	4.80	0
Was the solution of your problem clearly communicated to you?	7	5	1	1	0	4.29	3
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	12				3
Was your problem resolved with your initial contact to DIT Support?	9	5	1				3
<u>Dept of Environmental Quality</u>	35 Survey(s) Found						
Was the service provided in a timely manner?	20	7	3	2	1	4.30	9
Was the technician knowledgeable?	22	6	3	0	0	4.61	4
Was the problem solved to your satisfaction?	21	6	2	2	1	4.38	10
Was the technician friendly?	24	5	3	0	0	4.66	4
Was the solution of your problem clearly communicated to you?	22	4	5	0	1	4.44	3
If Field Services visited your workstation did they leave a note explaining what was done?	6	3	22				5
Was your problem resolved with your initial contact to DIT Support?	22	6	6				6
<u>Dept of Management & Budget</u>	21 Survey(s) Found						
Was the service provided in a timely manner?	15	3	1	0	1	4.55	2
Was the technician knowledgeable?	16	2	0	0	1	4.68	1
Was the problem solved to your satisfaction?	14	5	0	0	1	4.55	2
Was the technician friendly?	18	1	0	0	1	4.75	0
Was the solution of your problem clearly communicated to you?	15	3	0	0	1	4.63	0
If Field Services visited your workstation did they leave a note explaining what was done?	5	1	13				0
Was your problem resolved with your initial contact to DIT Support?	15	0	5				3
<u>Dept of Military and Veterans</u>	2 Survey(s) Found						
Was the service provided in a timely manner?	2	0	0	0	0	5.00	0
Was the technician knowledgeable?	2	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	2	0	0	0	0	5.00	0
Was the technician friendly?	2	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	2	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	2				1
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0
<u>Dept of Natural Resources</u>	29 Survey(s) Found						
Was the service provided in a timely manner?	17	5	2	0	5	4.00	9
Was the technician knowledgeable?	20	5	3	1	0	4.52	6
Was the problem solved to your satisfaction?	19	6	1	0	2	4.43	4
Was the technician friendly?	23	6	0	0	0	4.79	1
Was the solution of your problem clearly communicated to you?	16	5	3	1	1	4.31	2
If Field Services visited your workstation did they leave a note explaining what was done?	10	2	14				6
Was your problem resolved with your initial contact to DIT Support?	18	5	2				5

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of State</u>	11 Survey(s) Found						
Was the service provided in a timely manner?	7	1	3	0	0	4.36	1
Was the technician knowledgeable?	8	3	0	0	0	4.73	0
Was the problem solved to your satisfaction?	9	2	0	0	0	4.82	0
Was the technician friendly?	9	2	0	0	0	4.82	0
Was the solution of your problem clearly communicated to you?	9	1	1	0	0	4.73	0
If Field Services visited your workstation did they leave a note explaining what was done?	3	0	7				0
Was your problem resolved with your initial contact to DIT Support?	5	3	2				1
<u>Dept of Transportation</u>	26 Survey(s) Found						
Was the service provided in a timely manner?	22	1	2	0	0	4.80	2
Was the technician knowledgeable?	22	1	1	0	0	4.88	4
Was the problem solved to your satisfaction?	22	1	1	0	0	4.88	3
Was the technician friendly?	22	1	0	0	0	4.96	2
Was the solution of your problem clearly communicated to you?	22	1	1	0	1	4.72	4
If Field Services visited your workstation did they leave a note explaining what was done?	11	2	11				2
Was your problem resolved with your initial contact to DIT Support?	20	2	4				4
<u>Dept of Treasury</u>	29 Survey(s) Found						
Was the service provided in a timely manner?	15	9	1	2	1	4.25	3
Was the technician knowledgeable?	17	8	0	0	0	4.68	3
Was the problem solved to your satisfaction?	19	6	2	1	0	4.54	2
Was the technician friendly?	21	5	0	0	0	4.81	3
Was the solution of your problem clearly communicated to you?	13	4	8	1	0	4.12	3
If Field Services visited your workstation did they leave a note explaining what was done?	7	0	19				0
Was your problem resolved with your initial contact to DIT Support?	18	8	2				6
<u>Family Independence Agency</u>	170 Survey(s) Found						
Was the service provided in a timely manner?	106	39	12	7	6	4.36	17
Was the technician knowledgeable?	105	42	16	0	1	4.52	14
Was the problem solved to your satisfaction?	116	38	9	0	6	4.53	10
Was the technician friendly?	123	29	9	0	0	4.71	10
Was the solution of your problem clearly communicated to you?	98	42	14	4	3	4.42	9
If Field Services visited your workstation did they leave a note explaining what was done?	20	3	142				5
Was your problem resolved with your initial contact to DIT Support?	108	34	25				20
<u>Friend Of the Court</u>	2 Survey(s) Found						
Was the service provided in a timely manner?	1	0	0	1	0	3.50	0
Was the technician knowledgeable?	2	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	1	0	0	0	4.50	0
Was the technician friendly?	1	1	0	0	0	4.50	1
Was the solution of your problem clearly communicated to you?	1	1	0	0	0	4.50	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	1				0
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Michigan State Police	10 Survey(s) Found						
Was the service provided in a timely manner?	3	2	2	2	1	3.40	3
Was the technician knowledgeable?	4	4	2	0	0	4.20	2
Was the problem solved to your satisfaction?	6	3	0	1	0	4.40	1
Was the technician friendly?	6	0	3	0	0	4.33	3
Was the solution of your problem clearly communicated to you?	4	1	1	3	0	3.67	4
If Field Services visited your workstation did they leave a note explaining what was done?	0	2	7				0
Was your problem resolved with your initial contact to DIT Support?	4	5	1				2
(No Organization Specified)	1 Survey(s) Found						
Was the service provided in a timely manner?	0	0	0	1	0	2.00	0
Was the technician knowledgeable?	0	0	1	0	0	3.00	0
Was the problem solved to your satisfaction?	0	0	0	1	0	2.00	0
Was the technician friendly?	0	1	0	0	0	4.00	0
Was the solution of your problem clearly communicated to you?	0	0	0	1	0	2.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	0	0	1				0
Grand Totals	554 Survey(s) Found						
Was the service provided in a timely manner?	353	109	41	24	18	4.39	67
Was the technician knowledgeable?	369	106	45	4	3	4.58	58
Was the problem solved to your satisfaction?	386	103	26	12	12	4.56	49
Was the technician friendly?	422	77	23	0	2	4.75	44
Was the solution of your problem clearly communicated to you?	352	99	50	14	9	4.47	39
If Field Services visited your workstation did they leave a note explaining what was done?	103	25	397				35
Was your problem resolved with your initial contact to DIT Support?	354	118	67				71

Survey Summary Information

Waiting

Responded

Processed

Expired

0

554

0

4,520

Total : 5,074

Percent Responded / Processed - 10.92 %